

MEDICAL ASSISTANCE ADMINISTRATION
OFFICE OF MANAGED CARE, CONT.

● QUALITY ASSURANCE AND CLIENT ADVOCATE

Monitors and evaluates performance of internal quality assurance programs of MHCS. Monitors client complaints, grievances, and satisfaction levels for trends and opportunities for improvement. Monitors key indicators in utilization and encounter statistics for plan performance in clinical and health service delivery areas of concern.

Coordinates and oversees federally mandated external quality review. Develops focused studies to examine areas of concern for improvement opportunities.

Develops policy and procedures for Medicaid Managed Care Quality Improvement Systems (QIS). Coordinates and oversees QIS and integrates activities with other state agencies and accrediting bodies.

Provides technical expertise and consultation to management on clinical and quality improvement matters including client and provider complaints, departmental policies, and systems development.

Provides a liaison between the clients and the department. Investigates situations and makes recommendations for resolution.

